

NAVAL POSTGRADUATE SCHOOL -
CENTER FOR EDUCATIONAL DESIGN, DEVELOPMENT, AND DISTRIBUTION (CED3)
DISTRIBUTED LEARNING INITIATIVE
PERFORMANCE BASED WORK STATEMENT (PWS)

1.0 Introduction

The purpose of the Naval Postgraduate School (NPS) “CENTER FOR EDUCATIONAL DESIGN, DEVELOPMENT, AND DISTRIBUTION (CED3), DISTRIBUTED LEARNING INITIATIVE” for technical and functional services acquisition is to provide the NPS a responsive, efficient, and reliable means of obtaining temporary contract labor support services to meet the NPS educational objectives.

2.0 Background

2.1 The Naval Postgraduate School (NPS) located in Monterey, California supports the U.S. Navy, other U. S. military branches, and foreign military services with postgraduate education for selected personnel through resident online learning and distributed learning programs. Additionally, NPS provides significant research capabilities to the Department of Defense.

2.2 NPS’ Center for Educational Design, Development, and Distribution (CED3) provides all NPS Schools and Departments support services in all areas of online and distributed learning (DL), and is responsible for the management and resourcing of those support services. NPS’ CED3 offers a variety of resources, including but not limited to instructional design, course architecture consultation, graphics design, analysis of new technologies, multimedia assistance, student support, logistical support, programmatic communications, data analytics, administrative support, and a wide variety of courseware authoring expertise. Personnel with the requisite knowledge in online and distributed learning, learning architecture, web production, course/learning management systems, instructional design, course architecture, graphics design, analysis of new technologies, multimedia assistance and development, student support, logistical support, programmatic communications, courseware authoring expertise, data analysis, administrative support as well as thorough knowledge of NPS and Navy distance learning programs and strategies, are required to provide the variety of CED3 services at NPS. A full listing of NPS curricula can be found at:

<http://www.nps.edu/Academics/Admissions/Registrar/AcademicCatalog/index.html>

3.0 Scope

3.1 The non-personal services to be provided include a wide-range of administration, instructional design, graphic design, new technologies review and analysis, multimedia development, audio production, video production, programmatic communications, courseware authoring expertise, data analytics, application programming, and technology knowledge in support of the activities of NPS’ CED3 and NPS’ online and distributed based learning initiatives. Contractor will provide required services to support the activities of CED3 and to carry out the current NPS online and Distance Learning (DL) mission of providing global access to education in unclassified environments. Currently there are approximately 1200 students enrolled in NPS’ distance learning programs and NPS has the physical infrastructure to support 4000 DL students.

3.2 The NPS’ CED3 Learning Initiative includes:

3.2.1 Programmatic Support Services – Follows the cycle of NPS academic calendar.

3.2.2 Instructional Design (ID) Services – Follows the academic calendar and may provide instructional design services to all of the NPS faculty and programs.

3.2.3 Programming and Media Development (PMD) Services – Does not necessarily follow the NPS academic calendar and may provides media development services to all NPS programs, faculty, and other CED3 functions.

3.2.4 Programmatic Communications (PM) Services – Primarily follows the NPS academic calendar and may provide services to all NPS programs.

3.2.5 Illustrative examples are contained in appendix A, B, and C.

4.0 Logistics: Contractor shall perform all logistics functions, ensuring that students are identified, have the proper material, and can properly register and receive course material.

4.1 Contractor shall be responsible for providing a range of support services to applicants to and students of NPS' distance learning programs for each cohort that include:

4.1.1 The contractor shall be the primary point of contact (calls, e-mail, letters, FAX) for question from applicants and students relating to all aspects of the NPS distance learning programs such as eligibility for the program based on designator, academic qualifications (Academic Profile Code, GPA) math waivers, possible deployment interruptions, scheduling requests, directory information, application status, student feedback and complaints etc., handle on a daily basis and in a timely manner) for student inquiries regarding NPS programs. The contractor shall field approximately 100 calls and emails per day.

4.1.2 Contractor shall interact daily with post-baccalaureate applicants seeking admission to NPS certificate and master's degree programs and shall speak in depth and from experience about the baccalaureate degree process and the administration of post-baccalaureate degree programs to communicate to students what is required for post-baccalaureate education and why it is required.

4.1.3 The contractor shall initiate applicant processing by receiving and screening all applications for proper formatting and shall track and monitor the student application process via Naval Postgraduate School Applicant Management System (AMS). The contractor shall confirm applicant packages are complete and ensure that all letters and transcripts are submitted in time for program start dates. The contractor shall notify each applicant of any missing data element. (approximately 750 applicants per quarter)

4.1.4 The contractor shall have the ability to query, manipulate and redesign a MS access database.

4.1.5 The contractor shall process information into program MS Access Database including: applicant name, rank, place of duty and contact information; undergraduate and other universities attended; status of official transcripts (received or not received); NPS Academic Associate and Program Manager review results; and selection status (selected or non-selected). The database shall be available for government access daily.

4.1.6 The contractor shall track and monitor the student current status and application process via Naval Postgraduate School Applicant Management System (AMS) to confirm application packages are complete and ensure that all letters, and transcripts are submitted in time for program start dates.

- 4.1.7 The contractor shall coordinate completion of the application packages with the admissions office for review. This is a daily activity. (approximately 200 applicants per quarter)
- 4.1.8 The contractor shall routinely monitor submitted applications to determine common errors, make recommendations for reduction of errors, and update instructions on the website to avoid common errors in the future.
- 4.1.9 The contractor shall confirm applicant packages are complete and ensure that all letters and transcripts are submitted in time for program start dates. The contractor shall notify each applicant of any missing data element.
- 4.1.10 The contractor shall routinely monitor submitted applications to determine common errors, make recommendations for reduction of errors, and update instructions on the website to avoid common errors in the future.
- 4.1.11 The contractor shall respond to daily inquiries from faculty and applicants on the current application status. (Approximately 10 per day) This is a daily activity.
- 4.1.12 Through monitoring responses to posted strategic communications and student survey results the contractor shall make recommendations to the COR on potential improvements. The contractor shall present these improvements estimated once a month to the COR no later than the 20 of each month. The COR shall approve these improvements and the contractor shall upload these on the NPS website. This is a monthly activity.
- 4.1.13 The contractor shall oversee student and faculty feedback on a daily basis in a proactive way, to help the program management foresee difficulties, and solve problems when they occur. The contractor shall maintain a log of all questions and answers. This is a daily activity.
- 4.1.14 Contractor shall assemble student application packages for review by the Master degree selection board or NPS Academic Associate and NPS Program Officer review, and identify marginal packages based on board input.
- 4.1.15 Contractor shall ensure students are identified, have the proper material, and can properly register, and receive course material. This includes monitoring the delivery of course material to students, orientation material, course delivery, application process, classroom coordination, tracking course metrics and student travel improvements. This function follows the cycle of NPS academic calendar.
- 4.1.16 Contractor shall coordinate with NPS facility and staff to reserve venue space, including plenary and breakout rooms as required by a particular in residence course scheduled. Contractor shall confirm that facilities and schedules meet faculty educational requirements, and ensure that all necessary attendees are notified, and rosters are set before the start of the each event.
- 4.1.17 Contractor shall prepare In-Residence Course classrooms and breakout rooms and furnish with government course materials and return classrooms and breakout rooms to pre-class configuration after the end of an in-residence course.
- 4.1.18 The contractor shall develop and propose teams based on applicant location.
- 4.1.19 Contractor shall participate in discussions with administration and NPS faculty regarding

administration of course sequencing, delivery and evaluation of education.

4.1.20 Contractor shall provide operational support to faculty to facilitate distance education by activities such as: preparing a photo roster for each instructor; preparing a schedule and point-of-contact information for each student location; a biography list of event participants and facilitators; confirm that facilities and schedules meet faculty educational requirements; and coordinate with NPS facility staff to reserve venue space, including plenary and breakout rooms as required by a particular in residence course scheduled.

The contractor shall identify course materials that are needed for each class, (with restrictions) input data into the NPS Kauli Financial System, gather those materials, and ship the materials to each student.

4.1.21 Contractor shall participate in discussions with faculty regarding course sequencing, delivery and evaluation with members of NPS faculty.

4.1.22 The contractor shall manage all student course matrices.

4.1.23 The contractor shall review the quarterly orientation and graduation ceremony schedule to ensure proper dates, send orientation and graduation invitations no later than 30 days before each event, create the student orientation and graduation week itinerary, and coordinate their execution.

4.1.24 The contractor will compile a biography list of event orientation and graduation participants and facilitators.

4.1.25 The contractor shall prepare one week in advance the list of any participants requiring access to the Naval Postgraduate School (NPS) for the program manager to submit to "NPS Gate Access." All rosters shall be provided to the COR no later than two days before each event.

4.1.26 The contractor shall review the orientation packet and ensure currency and that it contains the most updated information on NPS and schedules. This activity requires many weeks effort, and is repeated for each incoming class, on a semi-annual basis.

4.1.27 The contractor shall support educational requirements when planning the resident portion of this course and establish a detailed plan for the students' weeklong orientation during the week of indoctrination and first course delivery at NPS

4.1.28 The contractor shall coordinate with local hotels on reserving blocks of rooms for participants in class and attending orientation, and only book rooms that offer Joint travel Regulation Rates unless unavailable and approved by the COR. The contractor holds the responsibility of canceling rooms in accordance with hotel stated terms when attendees are not going to make it to an event and avoiding unnecessary expenses. All rooms should be reserved in attendee's names and the government is not liable for reimbursing the contractor for canceled rooms under this contract. [Note: all travelers attending other than contractor employees are not entitled to travel reimbursement under this contract.]

4.1.29 The contractor shall prepare participant transportation schedule with pick up, arrival, departure and return times from the Airport and Naval Postgraduate School to course/event designated venues.

4.1.30 The contractor shall locate, provide, and coordinate the space necessary to accommodate the number of students, family, visitors, and faculty anticipated to attend these events (60 – 100 people) on the NPS campus.

4.1.31 The contractor shall prepare and assemble graduation certificates, and shall ensure that all media, electronic and hard copies are available and in place no later than 2 hours before event kick off.

4.1.32 The contractor shall provide program analytics and reports which include: grades, applications stages, number of current students, student courses, individual student progress through the programs, funding levels, funding sources, sponsors, numbers of students per cohort, and current tuition levels.

4.1.33 Contractor will independently analyze and respond to short turnaround data calls from both DoD and NPS stakeholders and will be required to make analytical decisions in conditions of uncertainty.

4.1.34 The contractor shall, through monitoring of the log of questions and analyzing responses to posted strategic communications and student survey results, make recommendations to the COR on potential program communications improvements. The contractor shall present these improvements to the COR no later than the 20 of each month. The COR shall approve these improvements and the contractor shall upload these on the NPS website. This is a monthly activity.

4.1.35 The contractor shall monitor the logistical elements associated with supported programs including shipping and monitor the delivery of course material to students, orientation material, course delivery, application process, classroom coordination, creating tracking metrics to improve contractor and government processes. and make recommendations to the COR through a monthly report regarding areas capable of improvement. (Approximately 1 per month) This is a monthly activity.

4.1.36 The contractor shall conduct an analysis of contractor activities to develop and recommend logistical support improvements.

5.0 Instructional Design

5.1 The contractor shall research and provide instructional solutions that include the planning and development of interactive media, learning tools, audios, videos, and presentations. The contractor shall explore new teaching and learning strategies to identify the best of existing and newly developed technologies and use them to improve teaching and learning experiences. Recommendations may take the form of a report, a new course, or may be a modification to an existing course.

5.1.1 For each developed course or piece of material against this contract the contractor shall apply the appropriate project management techniques to meet the goals, timelines, and required resources of each order.

5.2 The contractor shall ensure that all provided educational material utilizes the latest developments in the discipline of instructional design and existing technologies. The contractor shall utilize end of course surveys and current research in the field to determine the effectiveness of NPS educational material and adjust subsequent courses to the findings. The contractor shall utilize survey results and research to ensure all that courses taught and developed against this contract accommodate student survey results and current instructional design techniques.

5.3 All material provided against this contract shall meet smart instructional design principles, learning theory, educational theory, concepts, and techniques to develop new and revise existing online courses, create web materials, and the create online learning applications to support student learning.

5.4 The contractor shall provide video projects against this contract that includes development, recommendation, and facilitating the execution of video project plans, scripts, storyboards, and videotaping for distance learning and classroom use. The contractor shall coordinate with the appropriate faculty, staff and subject matter experts on creating the appropriate video project for a specific topic.

5.5 Providing training and assistance to promulgate smart educational practices. The contractor shall train and provide walk troughs to all students utilizing the contractor developed materials and courses.

5.6 The contractor shall develop and provide job aids, quick-start guides, screen demos, and tutorials for faculty and student training manuals for each developed course or material offering against this contract.

5.7 The contractor shall provide all developed media, code or other material to the COR one week prior to completion of any course.

5.8 The contractor shall research new educational techniques to enhance NPS educational activities. Findings shall be reported to the COR monthly.

6.0 Programming and Media Development (PMD)

6.1 As a “programming and media development” contractor, Contractor will be responsible for the programming and development of original online educational applications, graphic material, audio material, and video material. Contractor as “programmers and media developers” (hereinafter PMD or PMDs) are expected to provide design and development of high quality interactive media to include but not limited to presentations, websites, banners, audio, video, mobile sites, web applications for courses and programs, to explore new technologies, and to create prototypes using these technologies. PMDs are expected to provide training and assistance for faculty and staff in the use of the materials and applications they develop. As part of the PMD cycle, Contractor may be tasked orally or in writing during the course and scope of the contract to perform PMD support at various stages of course development.

6.2 The contractor shall design and implement media to enhance the learning and the promotion of NPS curricula through creation/programing of online instructional applications/applets (educational tools) for computer, tablet, mobile, and emerging devices

6.3 The contractor shall utilize standard programming languages and practices create interactive online tools in the design and production of instructional materials

6.4 The contractor shall develop, maintain, and update CED3 and DL to ensure most up to date website information.

6.5 During each development tasking the contractor shall provide weekly meetings regarding new technologies and project status

6.6 The contractor shall develop, manage, and maintain inventories and archives of programming code and other development related materials for reuse across projects

6.7 The contractor shall utilize various information sharing systems and collaborative tools such as voice over Internet, Elluminate! Live, VTC, SKYPE, and JABBER to facilitate distance learning.

6.8 The contractor shall train and provide walk troughs to all users of developed media through online tutorials, training, and assistance.

6.9 During each development the contractor shall document, maintain, and implement standards, conventions, and processes to ensure consistency and product quality. Ensure information materials conform to DoD standards

6.10 The contractor shall maintain online distant learning programs. The contractor shall monitor the online experiences for distance learning students and make recommendations to the COR for improvement and repairs need to meet student needs.

6.11 The contractor shall create original graphic design and materials to improve student understanding and programmatic promotion. The contractor shall Design graphical materials for the production of instructional and programmatic communications materials. The contractor shall not infringe on any copyright laws. The contractor shall develop original graphics, digitized images from printed materials, slides, negatives, or videotapes for use online, in print, and in other media using text layout and image manipulation tools.

6.12 The contractor shall design and produce web pages, brochures, newsletters, banners, navigation, animation, completion certificates, communications material, course material, and presentation slides and multimedia elements.

6.13 The contractor shall development and implement audio design and materials to improve student understanding and programmatic promotion. Original audio materials may be used with video production, for use in the online environment and transcribe audio from recorded materials and provide “voice over” services. This includes providing sound design for videos, general audio editing services, and process audio materials to enhance or adjust sound.

6.14 The contractor shall develop and implement original video design and materials to improve student understanding and programmatic promotion. This includes developing and processing original and existing video materials in multiple formats suitable for online as well as high definition environments to include all normal video production activities and original animations. The contractor shall provide in classroom video-capture capability and general video editing services.

6.15 The contractor shall design communication materials to implement programmatic communications strategies and objectives.

6.16 The contractor shall research developments in the fields of programming and media development and shall incorporate new developments into PMD activities.

7.0 Programmatic Communications

7.1 Contractor shall develop NPS programmatic communications (PM) material to include market analysis, design, creating, improving, tracking, and reporting results. The work may be for various NPS programs but it is imperative to maintain effective working relationships with all NPS programs, promoting each program to its furthest reach including NPS alumni. “PM” is expected to research and discuss communications strategy and tactics with NPS instructional programs and to provide creative and timely promotional solutions. Programmatic Communications is expected to foster positive and

collaborative relationships with schools, faculty members, and other CED3 teams. Programmatic Communications is expected to develop and execute a programmatic communications plan. "PM" creates and provides high quality communications and promotional services and products, and utilizes resources effectively and efficiently. As part of the programmatic communications services cycle, Contractor may be tasked orally or in writing during the course and scope of the contract to perform programmatic communications services at various stages of course delivery.

7.2 The contractor shall promote fleet understanding of NPS educational programs:

7.2.1 The contractor shall provide materials to the fleet by collecting, writing, and editing articles regarding NPS education and programs for newsletters or other promotional documents. Create brochures, flyers, social media, e-mail, and online materials to promote NPS programs.

7.2.2 The contractor shall establish communities of interest by creating program alumni websites and ensure briefings and website information are up to date and accurate

7.2.3 The contractor shall create programmatic promotional videos.

7.2.4 The contractor shall create team building events for faculty and students (speakers, workshops, seminars) designed to promote the benefits of DL among NPS faculty

7.3 The contractor shall create plans to further the understanding of DL to a wider audience. This includes updating the current plan and initiating new plans for meeting new students and faculty. This includes:

7.3.1 Drafting NPS programmatic communications (PM) material, creating market analysis, drafting communications strategy and tactics

7.3.2 Drafting and providing high quality communications and promotional services and products

7.3.3 Drafting brochures, flyers, social media, e-mail, and online materials to promote NPS programs.

7.3.4 Establishing and maintaining NPS Alumni communities of interest

7.3.5 Promoting the benefits of Distance Learning and smart course design practices among NPS faculty

7.3.6 Researching, investigating, and using new communications methods of promoting NPS programs

8.0 DELIVERABLES

8.1 Monthly Status Report - Monthly technical status reports shall be prepared with every monthly invoice to document activities completed under each task order and cost data, such as hours expended, labor categories, total amount expended, and total funded. Monthly status report(s) shall be due fifteen (15) working days after the end of the reporting month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

8.2 Monthly Financial Status Report - Monthly financial status reports shall be prepared with monthly invoices to document (1) current financial status and (2) projected financial status at end of funding period and end of current Fiscal Year (FY). Monthly financial status report(s) shall be due fifteen (15) working days after the end of the reporting month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

9.0 Quality Assurance Surveillance Plan

9.1 This Quality Assurance Surveillance Plan (QASP) provides a standard of surveillance for the CED3 support contract and a systematic approach for conducting surveillance over the performance aspects of the effort. The QASP is for the use of government CED3 COR personnel to insure standards of the contract are being met.

9.2 The QASP provides a systematic method to evaluate the services that the Contractor is required to furnish, but not the details of how the Contractor accomplishes the work. This plan uses inspection as the primary evaluation criteria. This surveillance assures the Government that the Contractor's performance is acceptable.

9.3 The Contractor not the Government is responsible for management and quality control actions to meet the terms of the contract. The methods of surveillance recognize that unforeseen and uncontrollable problems do occur. Effective management and use of a quality control plan will allow the Contractor to operate within the specified surveillance requirements. The CED3 COR is expected to be objective, fair, and consistent in evaluating Contractor's performance against the standards.

9.4 The Contractor's performance will be evaluated every month.

9.5 In accordance with the PWS the contractor shall submit a "Monthly Status and Financial" reports to the COR. CED3 COR may conduct inspections before or after completion of services. Maximum allowable variance from standard before the Government rejects services is 5%.

9.6 Monthly Status Report - Monthly technical status reports shall be prepared with every monthly invoice to document activities completed under each task order and cost data, such as hours expended, labor categories, total amount expended, and total funded. Monthly status report(s) shall be due fifteen (15) working days after the end of each calendar month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

9.7 Monthly Financial Status Report - Monthly financial status reports shall be prepared with monthly invoices to document (1) current financial status and (2) projected financial status at end of funding period and end of current Fiscal Year (FY). Monthly financial status report(s) shall be due fifteen (15) working days after the end of the reporting month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer."

9.8 All inspections made by CED3 COR will be recorded on a Government or locally devised form. Documentation will record the Contractor's past performance. The completed form(s) becomes the official Government record of the Contractor's performance.

9.9 When surveillance detects unacceptable service, the CED3 COR will record the information on the checklist and request the Contractor to verify via email the unacceptable service. The Contractor

will be required to re-perform the required work. The results will be recorded on the checklist.

9.10 The CED3 COR or representative will review the monthly report. Random inspections may occur at any time to ensure quality.

9.11 Performance Requirements Summary. Contractor performance objectives are summarized in the following table. Additional performance requirements may be added for individual task orders.

PERFORMANCE ELEMENT	PERFORMANCE REQUIREMENT	SURVEILLANCE METHOD	ACCEPTABLE QUALITY LEVEL	INCENTIVES/ DISINCENTIVES
Personnel	Qualified staff provided within the timeframes specified in the task orders.	Verification by the COR	> 95% of the task order start dates are met by staff qualified to meet the specified task objectives.	Past performance will be considered in determining best value for future task order awards.
Contract Deliverables	Contract deliverables furnished as prescribed in the PWS, CDRLs, and task orders.	Verification by the COR	> 95% of deliverables submitted timely and without rework required.	Past performance will be considered in determining best value for future task order awards.
Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual performance report.	Assessment by the COR	All performance elements rated Satisfactory (or higher).	Past performance will be considered in determining best value for future task order awards.
Invoices	Invoices in accordance with contract procedures are timely and accurate.	Review and acceptance of the invoice	100% of the invoices are timely and accurate.	Past performance will be considered in determining best value for future task order awards.

9.12 The Contractor is solely responsible for the quality of services provided. The Contractor is also liable for the Contractor employee negligence, and any fraud, waste, or abuse. If performance falls below the AQL defined above, the COR shall document the instance(s), coordinate with the Contracting Officer and advise the Contractor. The Contractor will be requested to review the documentation and provide a written response on how performance will be corrected in the future. Re-performance of any work for failure to perform in accordance with the specified AQL or task requirement shall be borne at the Contractor's own expense and at no additional cost to the Government.

9.13 The Government will monitor the Contractor's performance. The Government reserves the right to review services being provided.

10.0 ORDERING PERIOD

The base period of performance is from August 1, 2017 through July 31, 2018. The government may

exercise the following option years:

Option year 1 - August 1, 2018 through July 31, 2019

Option year 2 - August 1, 2019 through July 31, 2020

Option year 3 - August 1, 2020 through July 31, 2021

Option year 4 - August 1, 2021 through July 31, 2022

11.0 PLACE OF PERFORMANCE

Work will be accomplished at Naval Postgraduate School, Monterey, CA, at San Diego, CA and Norfolk, VA Outreach offices, and at any additional Outreach offices that may be required during the period of performance (POP).

12.0 TRAVEL

Travel that is required shall be authorized and approved by the CED3 Director or Deputy Director. Travel shall be conducted in accordance with applicable Joint and Federal Travel Regulations.

13.0 CLASSIFICATION/SECURITY

U.S. Citizenship is required for all personnel on this task. Privacy Act Information acquired or generated on this Task Order is subject to the Privacy Act. All work is unclassified.

14.0 GOVERNMENT FURNISHED PROPERTY

The government will provide workspace, ergonomically safe office furniture as well as telephone, computer hardware, and telecommunications connections. The contractor shall procure materials, when authorized by the Government, to be charged as Other Direct Costs (ODCs), as required for performance on this PWS.

15.0. NON-PERSONAL SERVICES STATEMENT

Contractor employees performing services under this order will be controlled, directed, and supervised at all times by management personnel of the contractor. Contractor management will ensure that employees properly comply with the performance work standards outlined in the PWS. Contractor employees will perform their duties independent of, and without the supervision of, any Government official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the task order may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

16.0 Invoice Schedule

Contractor to invoice in accordance with the stated task order.

Appendix A

NAVAL POSTGRADUATE SCHOOL - CENTER FOR EDUCATIONAL DESIGN, DEVELOPMENT, AND DISTRIBUTION (CED3) DISTRIBUTED LEARNING INITIATIVE PERFORMANCE BASED WORK STATEMENT (PWS)

1.0 BACKGROUND

The Naval Postgraduate School (NPS) located in Monterey, California supports the U.S. Navy, other U. S. military branches, and foreign military services with postgraduate education for selected personnel through resident online learning and distributed learning programs. Additionally, NPS provides significant research capabilities to the Department of Defense.

NPS' Center for Educational Design, Development, and Distribution (CED3) provides all NPS Schools and Departments support in all areas of online and distributed learning (DL), and is responsible for the management and resourcing of those support services. NPS' CED3 offers a variety of resources, including but not limited to instructional design, course architecture consultation, graphics support, analysis of new technologies, multimedia assistance, student support, logistical support, programmatic communications, data analytics, administrative support, and a wide variety of courseware authoring expertise. Personnel with the requisite knowledge in online and distributed learning, learning architecture, web production, course/learning management systems, instructional design, course architecture, graphics design, analysis of new technologies, multimedia assistance and development, student support, logistical support, programmatic communications, courseware authoring expertise, data analysis, administrative support as well as thorough knowledge of NPS and Navy distance learning programs and strategies, are required to provide the variety of CED3 services at NPS.

2.0 SCOPE

The scope of this work will include a wide-range of managerial, production, administration, instructional design, course architecture consultation, graphics, new technologies review and analysis, multimedia assistance, audio production, video production, courseware authoring expertise, application programming, and technology knowledge to support the activities of NPS' CED3 and NPS' online and distributed based learning initiatives. Contractor will provide appropriate personnel required to support the activities of CED3 and to carry out the current NPS online and DL mission of providing global access to education in unclassified environments. Currently there are approximately 1200 students enrolled in NPS' distance learning programs and NPS has the physical infrastructure to support 4000 DL students.

3.0 REQUIREMENTS

3.0.1 Instructional Design (ID)

Contractor will be responsible for developing NPS educational material as an "instructional design" contractor reporting, planning, designing, executing, improving, and reporting on innovative educational strategies. "Instructional design(er)" (hereinafter ID or IDs) IDs are expected to provide instructional solutions that include but are not limited to the planning and development of interactive media, learning tools, audios, videos, and presentations. IDs are expected to explore new teaching and learning strategies to identify the best of existing and newly developed technologies and use them to improve teaching and learning experiences. As part of the ID cycle, Contractor may be tasked orally or in writing during the course and scope of the contract to perform ID support at various stages of course development. If a contractor does not have specific experience or past performance with NPS Monterey, then the contractor must explain how it will be able to fulfill the mission requirements of NPS with minimal learning curve impact to the mission.

3.0.1.1 To facilitate student learning, promote and use smart practices to develop and revise online educational material:

3.0.1.1.1 Apply new developments in the discipline of instructional design and existing technologies to support effective NPS instruction

3.0.1.1.2 Apply smart instructional design principles, learning theory, educational theory, concepts, and techniques to develop new and revise existing online courses, create web materials, and the create online learning applications to support student learning

3.0.1.1.4 Plan, develop, and facilitate the execution of video project plans, scripts, storyboards, and videotaping for distance learning and classroom use. (1 during POP)

3.0.1.2 Provide training and assistance to promulgate smart educational practices:

3.0.1.2.1 Deliver monthly presentations/training/information/knowledge sharing sessions to demonstrate the use of educational technologies, existing educational tools, and new educational tools. These sessions will be open to faculty, students, and staff. (3 presentations)

3.0.1.2.2 Create job aids, quick-start guides, screen demos, and tutorials for faculty and student training (minimum 1)

3.0.1.3 Apply appropriate project management techniques to all projects to include goals, timelines, required resources, etc.

3.0.2 Programming and Media Development (PMD)

As a “programming and media development” contractor, Contractor will be responsible for the programming and development of original online educational applications, graphic material, audio material, and video material. Contractor as “programmers and media developers” (hereinafter PMD or PMDs) are expected to provide design and development of high quality interactive media to include but not limited to presentations, websites, banners, audio, video, mobile sites, web applications for courses and programs, to explore new technologies, and to create prototypes using these technologies. PMDs are expected to interact with the NPS IT department and to provide training and assistance for faculty and staff in the use of the materials and applications they develop. As part of the PMD cycle, Contractor may be tasked orally or in writing during the course and scope of the contract to perform PMD support at various stages of course development.

3.02.1 To facilitate learning and the promotion of NPS curricula create/program online instructional applications/applets (educational tools) for computer, tablet, mobile, and emerging devices

3.0.2.1.1 Using smart programming technique and standard programming languages and practices create interactive online tools in the design and production of instructional materials (daily)

3.0.2.1.2 Develop, maintain, and update CED3 and DL to ensure most up to date website information

3.0.2.1.3 Report educational and programming technology for developing distributed learning courseware and report high level comparisons of learning management systems, course management systems, learning object repositories, synchronous learning tools, and other enterprise level learning technologies (weekly)

3.0.2.1.4 Provide weekly meetings to regarding new technologies and project status

3.0.2.1.5 Develop, manage, and maintain inventories and archives of programming code and other development related materials for reuse across projects

3.0.2.1.6 Use various information sharing systems and collaborative tools such as voice over Internet, Elluminate! Live, VTC, SKYPE, and JABBER to facilitate distance learning

3.0.2.2 Provided training and assistance

3.0.2.2.1 Facilitate the use of materials developed and implemented by CED3 create online tutorials, training, and assistance (minimum 1)

3.0.2.2.2 Develop, document, maintain, and implement standards, conventions, and processes to ensure consistency and product quality. Ensure information materials conform to DoD standards

3.0.2.3 Interact with NPS Informational Technology Department to improve online experiences for distance learning students:

3.0.2.3.1 Interact with NPS Informational Technology Department regarding installation and administration of users and groups for various servers, shares, applications, and upgrade of hardware systems (minimum once)

3.0.2.3.2 Interact with NPS Informational Technology Department to plan, manage, implement, review maintenance and upgrades of instructional technologies and coordinate and monitor the installation and maintenance of hardware, software, configurations and data migrations of CED3-owned file servers (minimum monthly)

3.0.2.4 Create original graphic design and materials to improve student understanding and programmatic promotion:

3.0.2.4.1 Using smart design technique design graphical materials for the production of instructional and programmatic communications materials (daily)

3.0.2.4.2 Being mindful of copyright develop original graphics, digitized images from printed materials, slides, negatives, or videotapes for use online, in print, and in other media using text layout and image manipulation tools (daily)

3.0.2.4.3 Design and produce web pages, brochures, newsletters, banners, navigation, animation, completion certificates, communications material, course material, and presentation slides and multimedia elements

3.0.2.5 Create original audio design and materials to improve student understanding and programmatic promotion

3.0.2.5.1 Develop original audio materials for use with video production, for use in the online environment and (minimum monthly)

3.0.2.5.2 Transcribe audio from recorded materials and provide “voice over” services

3.0.2.5.3 Provide sound design for videos, general audio editing services, and process audio materials to enhance or adjust sound

3.0.2.5.3 Provide editing and review services

3.0.2.6 Create original video design and materials to improve student understanding and programmatic promotion

3.0.2.6.1 Develop and process original and existing video materials in multiple formats suitable for online as well as high definition environments to include all normal video production activities and original animations (minimum monthly)

3.0.2.6.2 Work with audio production to ensure high quality sound

3.0.2.6.3 Provide in classroom video-capture capability and general video editing services (minimum quarterly)

3.0.2.6.4 Assist in developing programmatic promotional communication materials to implement programmatic communications strategies and objectives

3.0.2.7 Apply appropriate project management techniques to all projects to include goals, timelines, required resources, progress, etc

4.0 DELIVERABLES

Monthly Status Report - Monthly technical status reports shall be prepared with every monthly invoice to document activities completed under each task order and cost data, such as hours expended, labor categories, total amount expended, and total funded. Monthly status report(s) shall be due fifteen (15) working days after the end of the reporting month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

Monthly Financial Status Report - Monthly financial status reports shall be prepared with monthly invoices to document (1) current financial status and (2) projected financial status at end of funding period and end of current Fiscal Year (FY). Monthly financial status report(s) shall be due fifteen (15) working days after the end of the reporting month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

4.0.1 Quality Assurance Surveillance Plan

4.0.1.1 PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a standard of surveillance for the CED3 support contract and a systematic approach for conducting surveillance over the performance aspects of the effort. The QASP is for the use of government CED3 COR personnel to insure standards of the contract are being met.

The QASP provides a systematic method to evaluate the services that the Contractor is required to furnish, but not the details of how the Contractor accomplishes the work. This plan uses inspection as the primary evaluation criteria. This surveillance assures the Government that the Contractor's performance is acceptable.

The Contractor not the Government is responsible for management and quality control actions to meet the terms of the contract. The methods of surveillance recognize that unforeseen and uncontrollable problems do occur. Effective management and use of a quality control plan will allow the Contractor to operate within the specified surveillance requirements. The CED3 COR is expected to be objective, fair, and consistent in evaluating Contractor's performance against the standards.

4.0.1.2 PROCEDURES

4.0.1.2.1 Quality Assurance Schedule

The Contractor's performance will be evaluated every month.

4.0.1.2 .2 Surveillance

In accordance with the PWS the contractor shall submit a "Monthly Status and Financial" reports to the COR. CED3 COR may conduct inspections before or after completion of services. Maximum allowable variance from standard before the Government rejects services is 5%.

Monthly Status Report - Monthly technical status reports shall be prepared with every monthly invoice to document activities completed under each task order and cost data, such as hours expended, labor categories, total amount expended, and total funded. Monthly status report(s) shall be due fifteen (15) working days after the end of each calendar month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

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All inspections made by CED3 COR will be recorded on a Government or locally devised form. Documentation will record the Contractor's past performance. The completed form(s) becomes the official Government record of the Contractor's performance.

When surveillance detects unacceptable service, the CED3 COR will record the information on the checklist and request the Contractor to verify via email the unacceptable service. The Contractor will be required to re-perform the required work. The results will be recorded on the checklist.

4.0.1.2.3. Method of Surveillance

Sampling

The CED3 COR or representative will review the monthly report. Random inspections may occur at any time to ensure quality.

5.0 PERIOD OF PERFORMANCE

The base period of performance is from August 1, 2017 through July 31, 2018. The government may exercise the following option years:

Option year 1 - August 1, 2018 through July 31, 2019

Option year 2 - August 1, 2019 through July 31, 2020

Option year 3 - August 1, 2020 through July 31, 2021

Option year 4 - August 1, 2021 through July 31, 2022

6.0 PLACE OF PERFORMANCE

Work will be accomplished at Naval Postgraduate School, Monterey, CA, at San Diego, CA and Norfolk, VA Outreach offices, and at

any additional Outreach offices that may be required during the period of performance (POP).

7.0 TRAVEL

Travel that is required shall be authorized and approved by the CED3 Director or Deputy Director. Travel shall be conducted in accordance with applicable Joint and Federal Travel Regulations.

8.0 CLASSIFICATION/SECURITY

U.S. Citizenship is required for all personnel on this task. Privacy Act Information acquired or generated on this Task Order is subject to the Privacy Act. All work is unclassified.

9.0 ACCEPTANCE OF DELIVERABLES/TECHNICAL POINTS OF CONTACT

(To be provided upon award)

10.0 GOVERNMENT FURNISHED PROPERTY

The government will provide workspace, ergonomically safe office furniture as well as telephone, computer hardware, and telecommunications connections. The contractor shall procure materials, when authorized by the Government, to be charged as Other Direct Costs (ODCs), as required for performance on this PWS.

11.0. NON-PERSONAL SERVICES STATEMENT

Contractor employees performing services under this order will be controlled, directed, and supervised at all times by management personnel of the contractor. Contractor management will ensure that employees properly comply with the performance work standards outlined in the PWS. Contractor employees will perform their duties independent of, and without the supervision of, any Government official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the task order may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

12.0 INVOICE SCHEDULE Contractor to invoice monthly in arrears. See Section G, WAWF.

Appendix B

NAVAL POSTGRADUATE SCHOOL - CENTER FOR EDUCATIONAL DESIGN, DEVELOPMENT, AND DISTRIBUTION (CED3) DISTRIBUTED LEARNING INITIATIVE PERFORMANCE BASED WORK STATEMENT (PWS)

3.0 BACKGROUND

The Naval Postgraduate School (NPS) located in Monterey, California supports the U.S. Navy, other U. S. military branches, and foreign military services with postgraduate education for selected personnel through resident online learning and distributed learning programs. Additionally, NPS provides significant research capabilities to the Department of Defense.

NPS' Center for Educational Design, Development, and Distribution (CED3) provides the Vice Provost of Academic Affairs a wide variety of support services, provides all NPS Schools and Departments support in all areas of online and distributed learning (DL), and is responsible for the management and resourcing of those support services. NPS' CED3 offers a variety of resources, including but not limited to instructional design, course architecture consultation, graphics support, analysis of new technologies, multimedia assistance, student support, logistical support, programmatic communications, data analytics, administrative support, and a wide variety of courseware authoring expertise. Personnel with the requisite knowledge in online and distributed learning, learning architecture, web production, course/learning management systems, instructional design, course architecture, graphics design, analysis of new technologies, multimedia assistance and development, student support, logistical support, programmatic communications, courseware authoring expertise, data analysis, administrative support as well as thorough knowledge of NPS and Navy distance learning programs and strategies, are required to provide the variety of CED3 services at NPS.

4.0 SCOPE

The scope of this work will include a wide-range of managerial, production, administration, programmatic communications, data analytics, and technology knowledge to support the activities of NPS' CED3 and NPS' online and distributed based learning initiatives. Contractor will provide appropriate personnel required to support the activities of CED3 and to carry out the current NPS online and DL mission of providing global access to education in unclassified environments. Currently there are approximately 1200 students enrolled in NPS' distance learning programs and NPS has the physical infrastructure to support 4000 DL students.

3.0 REQUIREMENTS

3.0.1 Programmatic Communications (PM)

Contractor will be responsible for developing NPS programmatic communications (PM) material as a "programmatic communications" contractor – market analysis, design, creating, improving, tracking, and reporting results. The work may be for various NPS programs but it is imperative to maintain effective working relationships with all NPS programs, promoting each program to its furthest reach including NPS alumni. "PM" is expected to discuss communications strategy and tactics with NPS instructional programs and to provide creative and timely promotional solutions. Programmatic Communications is expected to foster positive and collaborative relationships with schools, faculty members, and other CED3 teams. Programmatic Communications is expected to develop and execute a programmatic communications plan. "PM" creates and provides high quality communications and promotional services and products, and utilizes resources effectively and efficiently. As part of the programmatic communications services cycle, Contractor may be tasked orally or in writing during the course and scope of the contract to perform programmatic communications services at various stages of course delivery.

3.0.1.1 Facilitate fleet understanding of NPS educational programs:

3.0.1.1.1 Provide materials to the fleet by collecting, writing, and editing articles regarding NPS education and programs for newsletters or other promotional documents. Create brochures, flyers, social media, e-mail, and online materials to promote NPS programs.

3.0.1.1.2 Establish communities of interest by creating program alumni websites and ensure briefings and website information are up to date and accurate

3.0.1.1.3 Create programmatic promotional videos (1 per quarter)

3.0.1.1.4 Design and execute faculty development events (speakers, workshops, seminars) designed to promote the benefits of DL and smart practices among NPS faculty

3.0.1.2 Create plans:

3.0.1.2.1 Update CED3 communications plan

3.0.1.2.2 Report new communications methods of promoting NPS programs

3.0.1.3 Apply appropriate project management techniques to all projects to include goals, timelines, required resources, progress, etc

4.0 DELIVERABLES

Monthly Status Report - Monthly technical status reports shall be prepared with every monthly invoice to document activities completed under each task order and cost data, such as hours expended, labor categories, total amount expended, and total funded. Monthly status report(s) shall be due fifteen (15) working days after the end of the reporting month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

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4.0.1 Quality Assurance Surveillance Plan

4.0.1.1 PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a standard of surveillance for the CED3 support contract and a systematic approach for conducting surveillance over the performance aspects of the effort. The QASP is for the use of government CED3 COR personnel to insure standards of the contract are being met.

The QASP provides a systematic method to evaluate the services that the Contractor is required to furnish, but not the details of how the Contractor accomplishes the work. This plan uses inspection as the primary evaluation criteria. This surveillance assures the Government that the Contractor's performance is acceptable.

The Contractor not the Government is responsible for management and quality control actions to meet the terms of the contract. The methods of surveillance recognize that unforeseen and uncontrollable problems do occur. Effective management and use of a quality control plan will allow the Contractor to operate within the specified surveillance requirements. The CED3 COR is expected to be objective, fair, and consistent in evaluating Contractor's performance against the standards.

4.0.1.3 PROCEDURES

4.0.1.3.1 Quality Assurance Schedule

The Contractor's performance will be evaluated every month.

4.0.1.3 .2 Surveillance

In accordance with the PWS the contractor shall submit a "Monthly Status and Financial" reports to the COR. CED3 COR may conduct inspections before or after completion of services. Maximum allowable variance from standard before the Government rejects services is 5%.

Monthly Status Report - Monthly technical status reports shall be prepared with every monthly invoice to document activities completed under each task order and cost data, such as hours expended, labor categories, total amount expended, and total funded. Monthly status report(s) shall be due fifteen (15) working days after the end of each calendar month. The reviewer/acceptor shall be the Deputy Director or Administrative Officer.

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All inspections made by CED3 COR will be recorded on a Government or locally devised form. Documentation will record the Contractor's past performance. The completed form(s) becomes the official Government record of the Contractor's performance.

When surveillance detects unacceptable service, the CED3 COR will record the information on the checklist and request the Contractor to verify via email the unacceptable service. The Contractor will be required to re-perform the required work. The results will be recorded on the checklist.

4.0.1.2.3. Method of Surveillance

Sampling

The CED3 COR or representative will review the monthly report. Random inspections may occur at any time to ensure quality.

5.0 PERIOD OF PERFORMANCE

The base period of performance is from August 1, 2017 through July 31, 2018. The government may exercise the following option years:

Option year 1 - August 1, 2018 through July 31, 2019

Option year 2 - August 1, 2019 through July 31, 2020

Option year 3 - August 1, 2020 through July 31, 2021

Option year 4 - August 1, 2021 through July 31, 2022

6.0 PLACE OF PERFORMANCE

Work will be accomplished at Naval Postgraduate School, Monterey, CA, at San Diego, CA and Norfolk, VA Outreach offices, and at any additional Outreach offices that may be required during the period of performance (POP).

7.0 TRAVEL

Travel that is required shall be authorized and approved by the CED3 Director or Deputy Director. Travel shall be conducted in accordance with applicable Joint and Federal Travel Regulations.

8.0 CLASSIFICATION/SECURITY

U.S. Citizenship is required for all personnel on this task. Privacy Act Information acquired or generated on this Task Order is subject to the Privacy Act. All work is unclassified.

9.0 ACCEPTANCE OF DELIVERABLES/TECHNICAL POINTS OF CONTACT

(To be provided upon award)

10.0 GOVERNMENT FURNISHED PROPERTY

The government will provide workspace, ergonomically safe office furniture as well as telephone, computer hardware, and telecommunications connections. The contractor shall procure materials, when authorized by the Government, to be charged as Other Direct Costs (ODCs), as required for performance on this PWS.

11.0. NON-PERSONAL SERVICES STATEMENT

Contractor employees performing services under this order will be controlled, directed, and supervised at all times by management personnel of the contractor. Contractor management will ensure that employees properly comply with the performance work standards outlined in the PWS. Contractor employees will perform their duties independent of, and without the supervision of, any Government

official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the task order may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

12.0 INVOICE SCHEDULE Contractor to invoice monthly in arrears. See Section G, WAWF.

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Appendix C

NAVAL POSTGRADUATE SCHOOL - CENTER FOR EDUCATIONAL DESIGN, DEVELOPMENT, AND DISTRIBUTION (CED3) DISTRIBUTED LEARNING INITIATIVE PERFORMANCE BASED WORK STATEMENT (PWS)

5.0 BACKGROUND

The Naval Postgraduate School (NPS) located in Monterey, California supports the U.S. Navy, other U. S. military branches, and foreign military services with postgraduate education for selected personnel through resident online learning and distributed learning programs. Additionally, NPS provides significant research capabilities to the Department of Defense.

NPS' Center for Educational Design, Development, and Distribution (CED3) provides the Vice Provost of Academic Affairs a wide variety of support services, provides all NPS Schools and Departments support in all areas of online and distributed learning (DL), and is responsible for the management and resourcing of those support services. NPS' CED3 offers a variety of resources, including but not limited to instructional design, course architecture consultation, graphics support, analysis of new technologies, multimedia assistance, student support, logistical support, programmatic communications, data analytics, administrative support, and a wide variety of courseware authoring expertise. Personnel with the requisite knowledge in online and distributed learning, learning architecture, web production, course/learning management systems, instructional design, course architecture, graphics design, analysis of new technologies, multimedia assistance and development, student support, logistical support, programmatic communications, courseware authoring expertise, data analysis, administrative support as well as thorough knowledge of NPS and Navy distance learning programs and strategies, are required to provide the variety of CED3 services at NPS.

6.0 SCOPE

The scope of this work will include a wide-range of managerial, production, administration, and technology knowledge to support the activities of NPS' CED3 and NPS' online and distributed based learning initiatives. Contractor will provide appropriate personnel required to support the activities of CED3 and to carry out the current NPS online and DL mission of providing global access to education in unclassified environments. Currently there are approximately 1200 students enrolled in NPS' distance learning programs and NPS has the physical infrastructure to support 4000 DL students.

3.0 REQUIREMENTS

3.0.1 Programmatic Support

Contractor will be responsible for supporting applicants to and students in NPS' distance learning programs. This includes but is not limited to managing student course matrices, arranging orientation and graduation events, determining proper course materials, answering e-mail, telephone calls, and letters from distance learning applicants and students. Contractor may be tasked orally or in writing during the course and scope of the contract to perform programmatic support. If a contractor does not have specific experience or past performance with NPS Monterey, then the contractor must explain how it will be able to fulfill the mission requirements of NPS with minimal learning curve impact to the mission.

- 4.1.1 Determine when applications are due based on the availability of facility space for orientation (sometime in March and in September, if possible) or initiate applicant processing and student orientation planning upon receipt of Navy Memorandum for Distribution: Monitor NPS receipt of the MEMORANDUM FOR DISTRIBUTION from the Office of the Assistant Secretary of the Navy (Financial Management and Comptroller (OASN (FM&C)) is sent out approximately three months prior to cohort orientation date announcing the new program and dates
- 4.1.2 Prior to Memorandum notice, reserve local space orientation date.
- 4.1.3 Upload advertisement and application instruction on the NPS DL website with Navy Administration (NAVADMIN) instructional message update new advertisement for programs once per quarter per program
- 4.1.4 Track and monitor the student application process via Naval Postgraduate School Applicant Management System (AMS). Confirm packages are complete and ensure that all letters, transcripts are submitted in time for program start dates. Then process information into Program MS Access Data includes, but is not limited to applicant name, rank, place of duty and contact information; undergraduate and other universities attended; status of official transcripts (received or not received); NPS Academic Associate and NPS Program Officer review results; and selection status (selected or non-selected).

(Daily)

- 4.1.5 Serve as key point of contact (calls, e-mail, letters) for all student inquiries regarding the NPS programs. i.e., eligibility for the program based on designator, academic qualifications (Academic Profile Code, GPA) math waivers, possible deployment interruptions etc., handle on a daily basis and in a timely manner. Maintain a log of all questions, answers
- 4.1.6 E-mail students a response to online application or inquiry, listing required documents, directions to complete application process, including application deadline date, Official Transcripts, and a "Participation Agreement and Applicant Letter." Follow-up with students with 'completed package' notice
- 4.1.7 Monitor AMS system for completed status and local approvals daily
- 4.1.8 Verify and notify applicants when all required documentation has been received.
- 4.1.9 Prepare folders for the Selection Board (NPS faculty and program manager/Academic Associate) member reviews of applicant information at the designated time and assigns cohorts. Folders shall be carefully collated and have easy to read, easy access format. The information that must be in the folders is generally that same documentation outlined herein for a complete application.
- 4.1.10 Document board selections in Program MS Access Data form "Accepted Candidate Entry Form".
- 4.1.11 Send a 'Conditional Approval Letter' to each student requesting Official Transcripts and funding confirmation – average two per day but some periods of high volume as deadline dates approach
- 4.1.12 Draft letters of acceptance and then email to students with orientation and logistics information. Students given deadline to confirm their acceptance into the program
- 4.1.13 Send e-mails to selected students with lodging reservations and address confirmation.
- 4.1.14 Send e-mails to those on 'Alternate' list.
- 4.1.15 Send e-mails to applicants on non-selected list
- 4.1.16 Send e-mail to potential section leaders requesting their acceptance to role and informing of responsibilities; additional information – VTE Site location
- 4.1.17 Create Table in Program MS Access Data for newest accepted cohort.
- 4.1.18 Create student folders based on AMS information provided by students. Maintenance of folders is necessary as additional student information is submitted. Create labels for folders to include name, location, start date of program and pay grade.
- 4.1.19 Generate Python spreadsheet for Registrar (to register newest cohort). Once registered in Python (Python: NPS' student management system), request curriculum and track to be assigned, new student NPS NT account usernames and e-mail addresses assigned;
- 4.1.20 Verify NPS email account creation: NPS email account is created new students
- 4.1.21 Assemble and coordinate for delivery of student orientation materials: Orientation packets are mailed to all students who confirmed their EMBA seat. Orientation packets contain first course materials, lodging and other NPS information
- 4.1.22 E-mail course requirements to students (to be fulfilled before arriving in Monterey).
- 4.1.23 Create student orientation week itinerary: Establish detailed plan for the students' weeklong orientation during the week of indoctrination and first course delivery at NPS. Contractor shall perform all necessary tasks to arrange for student housing, MWR activities, and arrange NPS for student technical training (SAKAI, PYTHON) for first quarter briefs.
- 4.1.24 Respond to data calls regarding distance learning applicants and students.
- 4.1.25 Conduct varied and complex program analysis and analyze organizational issues to identify program requirements and

subsequent development and implementation of effective strategies to support and improve NPS's capabilities to deliver online programs

4.0 DELIVERABLES

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4.0.1 Quality Assurance Surveillance Plan

4.0.1.1 PURPOSE

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4.0.1.4 PROCEDURES

4.0.1.4.1 Quality Assurance Schedule

The Contractor's performance will be evaluated every month.

4.0.1.4 .2 Surveillance

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4.0.1.2.3. Method of Surveillance

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5.0 PERIOD OF PERFORMANCE

The base period of performance is from August 1, 2017 through July 31, 2018. The government may exercise the following option years:

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6.0 PLACE OF PERFORMANCE

Work will be accomplished at Naval Postgraduate School, Monterey, CA, at San Diego, CA and Norfolk, VA Outreach offices, and at any additional Outreach offices that may be required during the period of performance (POP).

7.0 TRAVEL

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9.0 ACCEPTANCE OF DELIVERABLES/TECHNICAL POINTS OF CONTACT

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